

TA Gcotyelwa Manager: Integrated Human Settlements and Development
25 September 2026 (028) 313 8144

Constitution of South Africa, 1996
 Constitution of the Western Cape Act 1 of 1998
 Local Government: Municipal Systems Act 32 of 2000
 Local Government: Municipal Finance Management Act 56 of 2003
 Intergovernmental Relations Framework Act 13 of 2005
 Administration of Immovable Property Policy 2015
 Norms and Standards for Public Libraries in the Western Cape (13 August 2018)
 Western Cape Public Library Services Act 1 of 2025

**AGENDA of the
Portfolio Committee: Community Services
20 October 2026
(Also the agenda for the Mayoral Committee Meeting: 27 October 2026)**

6. Background/Discussion/Evaluation/Conclusion

Background

The WCG eCentre Programme was established in 2004 as an initiative of the Western Cape Government to help bridge the digital divide by providing communities with free access to information and communication technologies (ICT), internet connectivity, digital skills development and online government services.

Since its establishment, the Programme has grown into an established provincial digital inclusion initiative including Hawston Thusong Centre and 82 other WCG eCentres currently operating across the Western Cape. The Programme particularly supports communities where residents may have limited access to computers, connectivity, and the digital skills required to participate effectively in an increasingly digital environment.

Discussion

The WCG e-Centre Programme, through its Delivery Partner, would provide the following:

- Refurbish the designated space, where required, for purposes of establishing the WCG e-Centre;
- Install the required ICT infrastructure and equip the e-Centre with a minimum of eleven (11) computers, subject to the available space;
- Provide funding for the appointment of two locally based contract staff members to facilitate services and training at the e-Centre;
- Provide the necessary training and certification of staff responsible for delivering accredited training;
- Provide ongoing information technology and technical support;
- Provide internet connectivity and the necessary programme-related stationery and operational resources; and
- Manage the day-to-day programme operations through the WCG e-Centre Programme's appointed Delivery Partner, Library Business Corners (LBC).

Moreover, it is proposed that the Overstrand Municipality should make the following provisions:

- Make suitable dedicated accommodation available at the Gansbaai Library for the operation of the WCG e-Centre;
- Provide general building maintenance and cleaning services;
- Ensure the provision of electricity to the facility;
- Provide appropriate security and access arrangements;
- Ensure that appropriate ventilation or air conditioning is available within the facility;

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- Ensure access to ablution facilities for e-Centre staff and users during operating hours;
- Facilitate access to the facility for the operation of the WCG e-Centre during the proposed operating hours of Monday to Friday, 08h00 to 17h00;
- Facilitate access on Saturdays from 08h00 to 13h00, where required for scheduled ICT training; and
- Where mutually agreed, facilitate access outside of normal operating hours for scheduled training or other programme activities.

However, there is no doubt that the MOU carries a cost-of-security expenditure risk for the municipality. The MOU is for a duration of three years. Subsequent to this period, the municipality will evaluate and decide whether to continue or terminate MOU.

7. Financial Implications

Total security cost to the municipality in the upcoming financial years

8. Staff Implications

None

9. Comments from Departments, Divisions and Administrations

None

10. Annexures

Annexure A: Letter from Department of the Western Cape Premier

RECOMMENDATION TO THE COUNCIL:

that the Acting Municipal Manager **be authorised** to sign the Memorandum of Understanding (MOU) with the Western Cape Premier for the establishment of an e-Centre in the Gansbaai Library.

RESPONSIBLE OFFICIAL:

**TA GCOTYELWA
G SMIT**

TARGET DATE FOR IMPLEMENTATION:

1 NOVEMBER 2026

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25 September 2026 (028) 313 8144

that the Acting Municipal Manager **be authorised** to sign the Memorandum of Understanding (MOU) with the Western Cape Premier for the establishment of an e-Centre in the Gansbaai Library.

1 NOVEMBER 2026

ANNEXURE A1/5



**Western Cape
Government**

Department of the Premier
Clayton Wakeford
Centre for e-Innovation: Digital Experience Services (DXS)
Clayton.Wakeford@westerncape.gov.za

Date: 27 August 2026

Mr Edward Jantjies
Acting Municipal Manager
Overstrand Municipality
Hermanus
7200

Dear Mr Jantjies

RE: ESTABLISHMENT OF A WCG eCENTRE IN GANSBAAI, OVERSTRAND MUNICIPALITY

1. Purpose

The Western Cape Government (WCG), through the eCentre Programme, seeks to strengthen collaboration with the Overstrand Municipality to expand digital access, digital skills development and technology-enabled services for residents within the municipal area, specifically, Gansbaai.

The proposed eCentre builds on the existing collaboration between the WCG and Overstrand Municipality and seeks to expand access to digital services, digital skills development and technology-enabled opportunities for residents of Gansbaai and surrounding communities.

2. Background and Success of the WCG eCentre Programme

The WCG eCentre Programme was established in 2004 as an initiative of the Western Cape Government to help bridge the digital divide by providing communities with free access to information and communication technologies (ICT), internet connectivity, digital skills development and online government services.

Since its establishment, the Programme has grown into an established provincial digital inclusion initiative, with 83 WCG eCentres currently operating across the Western Cape. The Programme particularly supports communities where residents may have limited access to computers, connectivity and the digital skills required to participate effectively in an increasingly digital environment.

Through its network of WCG eCentres, the Programme facilitates thousands of user sessions

and accredited and non-accredited training opportunities, while assisting residents to access employment opportunities, educational resources, government information and services, and other online opportunities.

The Programme therefore contributes towards the broader objectives of digital inclusion, skills development and improved access to opportunities for communities across the Western Cape.

3. Existing Partnership within Overstrand Municipality

The Western Cape Government values its existing partnership with the Overstrand Municipality through the Hawston WCG eCentre, situated within the Hawston Thusong Centre.

The Hawston WCG eCentre continues to provide valuable digital services, training and learning opportunities to the local community and demonstrates the positive impact that collaboration between provincial and local government can have in improving access to digital opportunities.

The proposed Gansbaai WCG eCentre has also been supported by the Grootbos Foundation, which played an important role in facilitating the initial engagement between the Western Cape Government and Overstrand Municipality regarding the establishment of an eCentre in Gansbaai. The Foundation's involvement provides a further opportunity to strengthen collaboration around digital access, skills development and opportunities for the local community.

The proposed establishment of a WCG eCentre in Gansbaai would build on these existing partnerships and extend the reach of the Programme to additional communities within the Overstrand municipal area.

4. Services Provided through the WCG eCentre Programme

WCG eCentres provide communities with free access to a range of services and opportunities, including:

- Internet and email access;
- Assistance with online job searches and applications;
- Curriculum Vitae (CV) development and online application support;
- Access to online education and tertiary study opportunities;
- Access to digital services and information;
- Support for learners and students through online educational resources;
- Free printing of up to 10 pages per user per day;
- Introductory computer and digital skills training;
- Accredited and non-accredited digital skills development opportunities, including International Certification of Digital Literacy (ICDL) training; and

- Access to digital resources supporting entrepreneurship and small business development.

Through these services, the Programme seeks not only to provide access to technology, but also to equip residents with the digital competencies required to participate more effectively in education, employment, entrepreneurship and the digital economy.

5. Proposed Gansbaai WCG eCentre

Following engagements with the Overstrand Municipality and an assessment of potential locations, the Gansbaai Library has been identified as a suitable location for the establishment of an additional WCG eCentre within the Overstrand municipal area.

The location is well positioned to serve residents of Gansbaai and surrounding communities, including Masakhane and Blompark, whose residents make use of the library and adjacent community and sporting facilities.

Locating the eCentre at the Gansbaai Library would complement the existing services offered from the facility and provide an accessible community-based point from which residents can access digital services, skills development and other opportunities.

6. Proposed Institutional Arrangements

The establishment and operation of the proposed Gansbaai WCG eCentre will require continued collaboration between the Western Cape Government, its appointed Delivery Partner, the Overstrand Municipality and the Grootbos Foundation. The respective roles and responsibilities will be further refined during the planning and establishment process and formalised where required.

6.1 Western Cape Government / WCG eCentre Programme

The WCG eCentre Programme, through its Delivery Partner, would:

- Refurbish the designated space, where required, for purposes of establishing the WCG eCentre;
- Install the required ICT infrastructure and equip the eCentre with a minimum of 11 computers, subject to the available space;
- Fund the appointment of two locally based contract staff members to facilitate services and training at the eCentre;
- Provide the necessary training and certification of staff responsible for delivering accredited training;
- Provide ongoing information technology and technical support;
- Provide internet connectivity and the necessary programme-related stationery and operational resources; and

- Manage the day-to-day programme operations through the WCG eCentre Programme's appointed Delivery Partner, **Library Business Corners (LBC)**.

6.2 The Overstrand Municipality

It is proposed that the Overstrand Municipality would:

- Make suitable dedicated accommodation available at the Gansbaai Library for the operation of the WCG eCentre;
- Provide general building maintenance and cleaning services;
- Ensure the provision of electricity to the facility;
- Provide appropriate security and access arrangements;
- Ensure that appropriate ventilation or air-conditioning is available within the facility;
- Ensure access to ablution facilities for eCentre staff and users during operating hours;
- Facilitate access to the facility for the operation of the WCG eCentre during the proposed operating hours of **Monday to Friday, 08h00 to 17h00**;
- Facilitate access on **Saturdays from 08h00 to 13h00**, where required for scheduled ICT training; and
- Where mutually agreed, facilitate access outside of normal operating hours for scheduled training or other programme activities.

The final operating hours, access arrangements and respective responsibilities of the parties will be agreed upon during the subsequent planning process and formalised through the relevant agreements.

6.3 Grootbos Foundation

The Grootbos Foundation, having facilitated the initial engagement between the Western Cape Government and Overstrand Municipality regarding the proposed eCentre, would continue to support the initiative as a local collaborative partner.

Opportunities to leverage the Foundation's existing community networks, programmes and partnerships in support of the eCentre and the communities it serves will be explored as part of the planning and implementation process.

7. Way Forward

The Western Cape Government is ready to proceed with the necessary planning and establishment processes following the required approval by the Overstrand Municipality.

We therefore respectfully request that the Overstrand Municipality:

1. Approve the establishment of a WCG eCentre at the Gansbaai Library;
2. Approve the use of the identified accommodation at the Gansbaai Library for purposes of operating the WCG eCentre;
3. Support the proposed institutional arrangements outlined in this letter, subject to the finalisation of the relevant agreements; and
4. Authorise the appropriate municipal officials to proceed with the necessary engagements and agreements with the Western Cape Government and its appointed Delivery Partner to give effect to the establishment of the eCentre.

8. Conclusion

The Western Cape Government believes that the establishment of a WCG eCentre in Gansbaai presents an opportunity to build on the successful partnership already established with the Overstrand Municipality, together with the support of the Grootbos Foundation, and to extend the benefits of digital inclusion to additional communities within the municipal area.

The proposed eCentre would provide residents with greater access to digital technology, skills development, employment and educational opportunities, and online government services, while complementing the services already provided by the Municipality at the Gansbaai Library.

Officials from the Department of the Premier remain available to engage with the Municipality and provide any additional information that may be required to facilitate the process and subsequent establishment of the eCentre.

We trust that this proposal will receive your favourable consideration and look forward to further strengthening our partnership in support of digitally empowered communities.

Yours sincerely

Clayton Wakeford Digitally signed by Clayton Wakeford
Date: 2026.08.27 11:08:33 +02'00'

Clayton Wakeford

Acting Chief Director: Strategic IT Leadership and Digital Transformation

**Centre for e-Innovation
Department of the Premier
Western Cape Government**